

Welcome!
October 26, 2017



MOTIVATIONAL INTERVIEWING

**A Tool for Evoking and Tipping the
Balance Toward Change**

GOAL: TO INCREASE KNOWLEDGE AROUND THE USE OF CONVERSATION AND CHANGE

- ▶ The basics of and evidence based practice and its importance in creating a climate for change
- ▶ The steps in evoking change talk with your stakeholders
- ▶ The processes that promote successful change
- ▶ Stakeholder ambivalence as a barrier to change



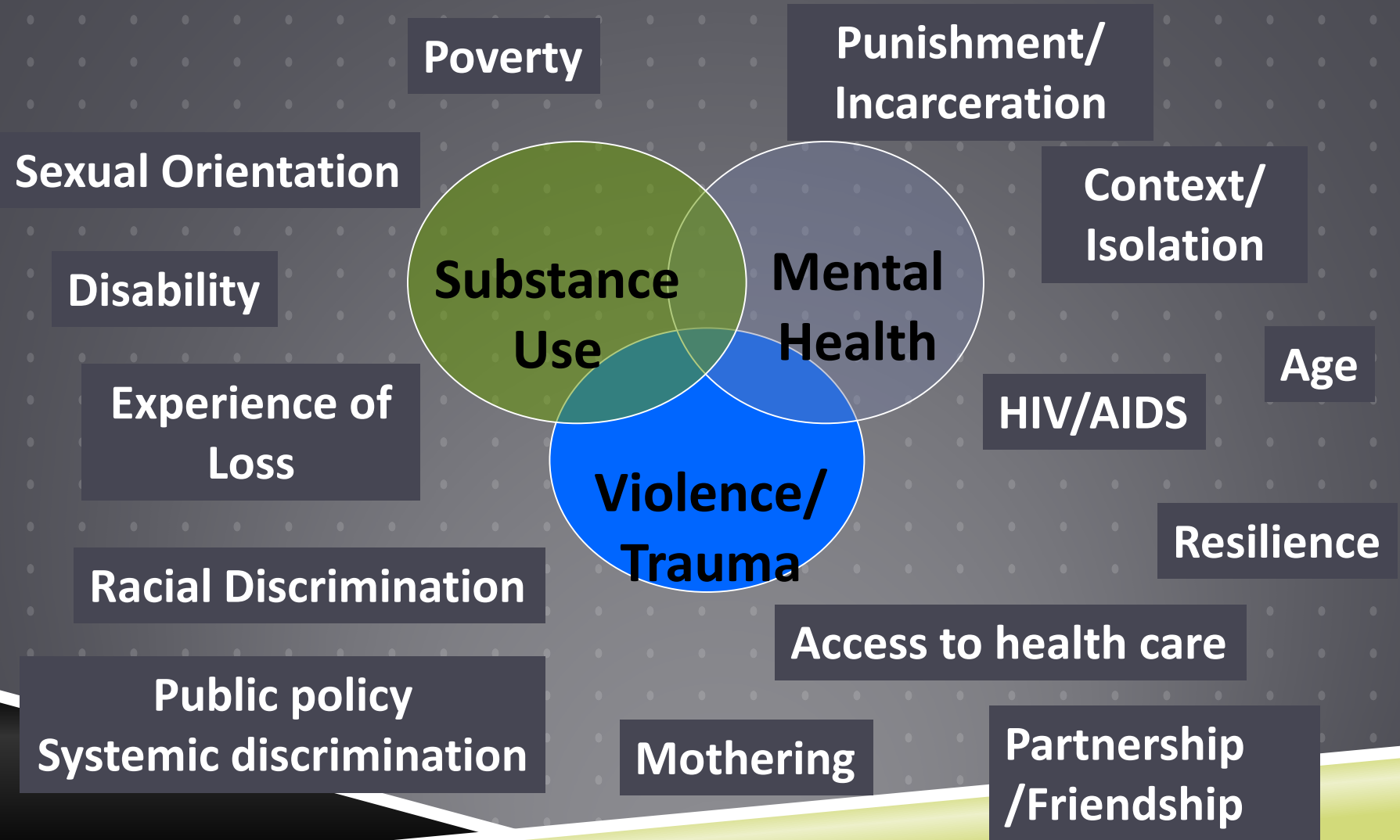
**CONVERSATIONS
ABOUT CHANGE**

BIO-PSYCHO-SOCIAL MODEL:

BEHAVIOR CONTRIBUTES TO THE ONSET, COURSE, AND OUTCOME OF ALL CHRONIC ILLNESS



Making the Connections



WHY DON'T PEOPLE CHANGE?

MAYBE...

- ▶ They don't **see** (insight, denial)
- ▶ They don't **know**
- ▶ They don't **know how**
- ▶ They don't **care**

YOU WOULD THINK ...



- ▶that having had previous education a person would be persuaded to participate, complete the goals and objectives of a successful well known practice, and use things that are healthful.....
- ▶ Common examples are:

Flossing Teeth

Wearing seat belts

Take medication as prescribed

CLASSIC APPROACHES TO CHANGE...

Classic Approaches to Change

Knowledge	If I tell them....
Insight	If I show them...
Skill	If I teach them....
Threats	If I make them feel bad or afraid

USING MI IN YOUR WORK

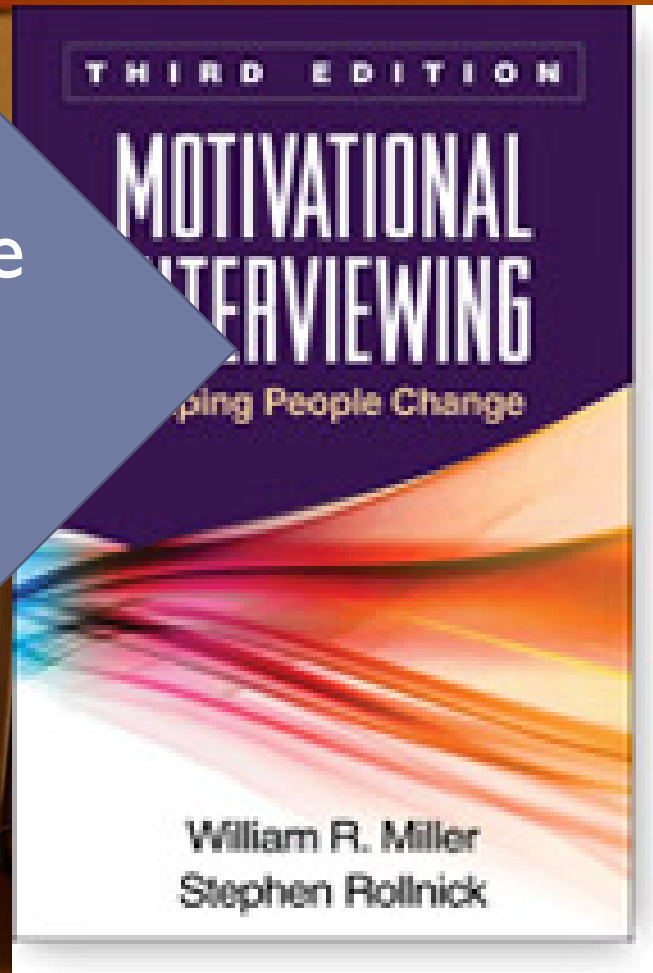
- ▶ After training and practice, case managers can manage behavioral changes using MI.
- ▶ It is within a case manager's scope of practice to guide clients into finding the internal motivation to change.
- ▶ Each case manager brings their own personality and strengths in using MI, and the techniques touched upon in this article are malleable to each case manager's style.
- ▶ Each client will provide real-time feedback, becoming teachers of sorts for the case manager who learns from client interactions.



USING MI IN YOUR PRACTICE

- ▶ **A tool everyone can use**
- ▶ **Patients engaged in coaching have better outcomes**
- ▶ **Effective to avoid downward trends, or keep patients at new “normal”**
- ▶ **Program consistently reduced 30-day hospital readmissions and costs, and 180-day hospital readmissions**

Something else
in your
toolbox!



MI 3

A taste of Motivational Interviewing

CONVERSATIONS THAT “STICK”



WHAT IS MOTIVATIONAL INTERVIEWING? (MI)

- ▶ “...a method of communication rather than a set of techniques. It is not a bag of tricks for getting people to do what they don't want to do; rather, it is a fundamental way of *being with and for people*—a facilitative approach to communication that evokes change”

(Miller & Rollnick, 2002)

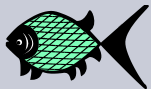
THREE ESSENTIAL ELEMENTS IN ANY DEFINITION OF MI



MI is a particular kind of conversation about change (counseling, therapy, consultation, method of communication)



MI is collaborative (person-centered, partnership, honors autonomy, not expert-recipient)

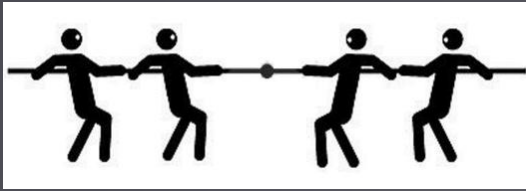


MI is evocative, seeks to call forth the person's own motivation and commitment

INCORRECT ASSUMPTIONS



- ▶ Patients want to change behavior
- ▶ Advising optimal health is motivator for change
- ▶ Patients are either motivated to change, or not



COMPETING AGENDAS

- ▶ Dilemmas create conflict
 - ▶ Values or beliefs
 - ▶ Weighing Pros and Cons
 - ▶ Discrepancies
 - ▶ Contradictions



Your plan



A large, empty rectangular box with a black border, intended for writing a plan or strategy.

WHAT IS DISTINCTIVE TO MOTIVATIONAL INTERVIEWING? THE WAY TO.....



MI is a specific method to enhance personal motivation for change

WHAT IS UNIQUE TO MI?

- ▶ Intentional, differential evoking and reinforcement of change talk
- ▶ Strategic-directive use of client-centered counseling methods (reflection, summary)
- ▶ Sequencing of preparatory change talk (desire, ability, reasons, need) and commitment language



FOUR FOUNDATIONAL PROCESSES

Planning developing
commitment

Evoking Eliciting the client's own
motivations for change

Focusing Developing and maintaining conversation
about change in a specific direction

Engaging Establishing a positive, helpful connection and working
relationship

FOUR PROCESSES....ANOTHER LOOK

- ▶ **ENGAGE**.... INVITATION Shall we...?
- ▶ **FOCUS** the conversation... Where shall we go?
- ▶ **EVOKE** Why is this on the agenda?
- ▶ **PLAN**... How shall we get there?



THE UNDERLYING SPIRIT OF MI





It's about Partnership and Collaboration

AMBIVALENCE

- ▶ Hesitancy about change and uncertainty about the future and people's present willingness to change.
- ▶ Most people seeking change are ambivalent about it, but they don't.
- ▶ People who are ambivalent don't respond logically:
 - ▶ Example: Increasing negative

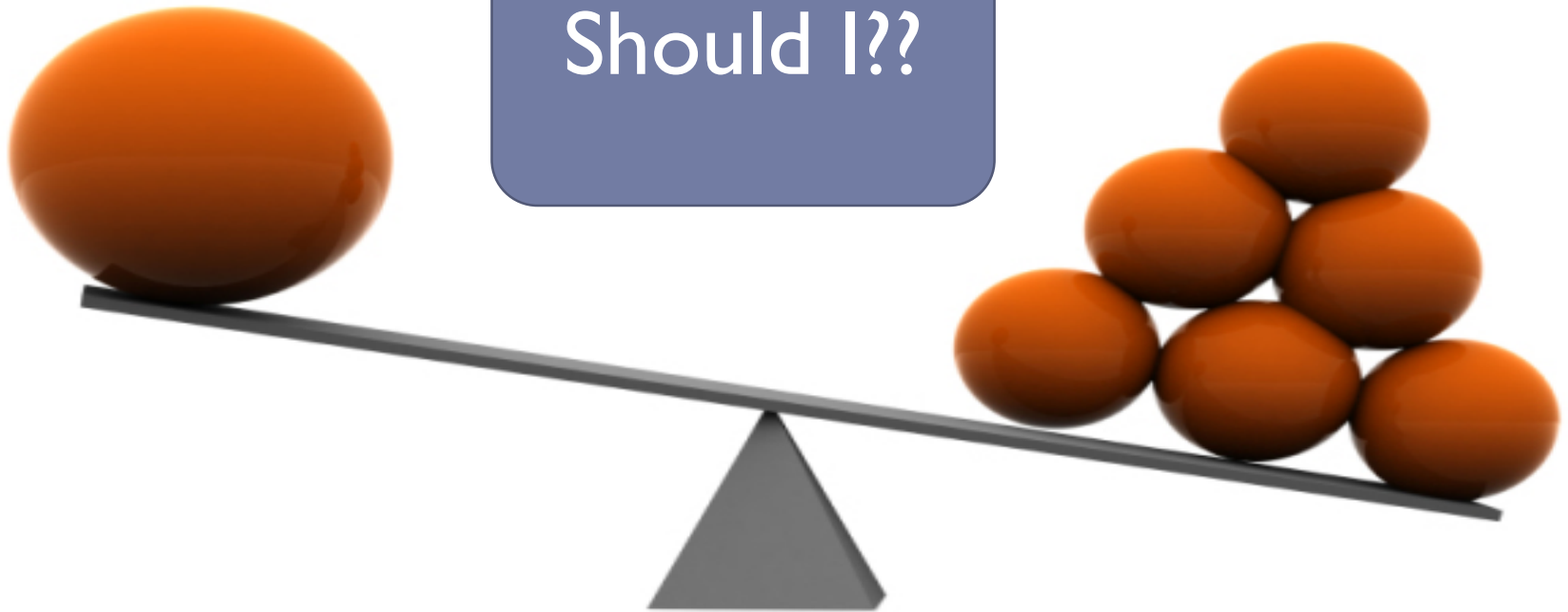
It's
about
TRUST

Ambivalence RULES

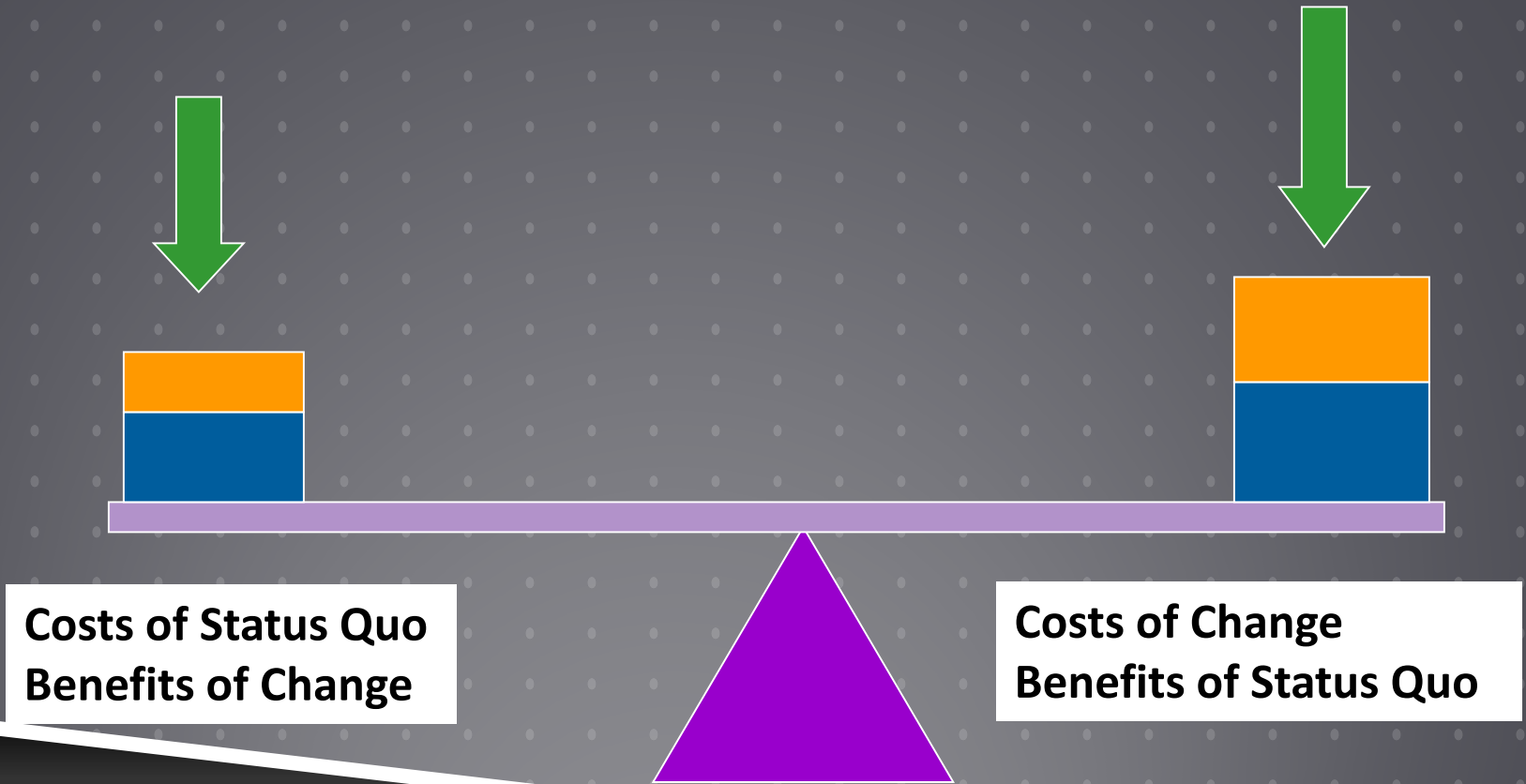


WEIGHING PROS AND CONS

Should I??



DECISIONAL BALANCE



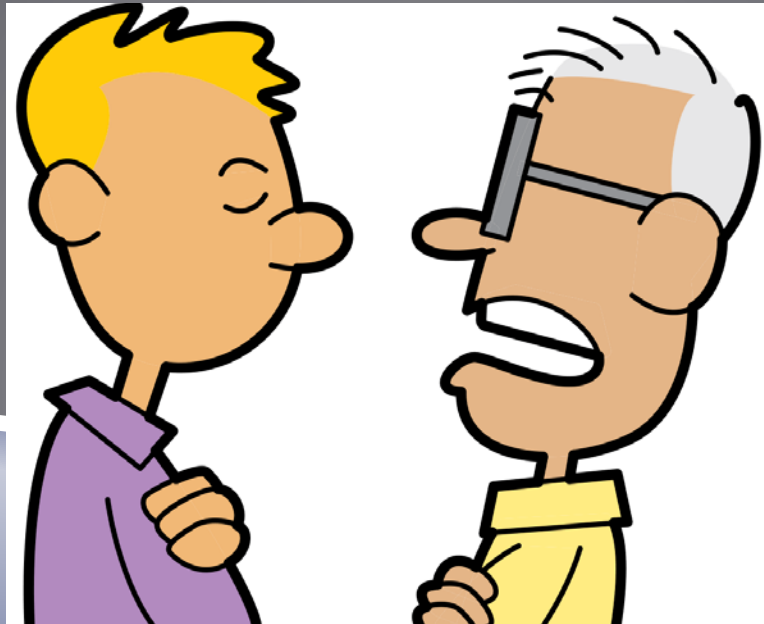
RESOLVING AMBIVALENCE

The Righting Reflex



“RESISTING THE RIGHTING REFLEX”

- ▶ The case manager must suppress the instinct to counter a client’s responses with questions or advice; it is ultimately the client who needs to describe, argue for, and ultimately advocate for change, not the case manager.



5.

IT IS
POSSIBLE.

Maintenance



OK.

LET'S DO THIS.

Action

4.



SO, OK.

WHAT DO I
DO NOW?

Preparation

3.

1.

NO, NOT ME.

Pre-contemplation



Well,

MAYBE.

Contemplation

2.



ROLL WITH RESISTANCE

DISCORD

“roll with it.”

Client Discord



The extent to which discord will be inversely related to behavior change

ENGAGING

- ▶ Listening; accurate empathy; staying grounded (and fully from the client's perspective);
- ▶ Client-centered style;
- ▶ Using OARS non-directive (and trying to understand BOTH sides of the dilemma);
- ▶ Avoiding righting reflex or "fixing".

**Collaboration
Respect
Acceptance**

BASIC SKILLS - USING YOUR OARS

Four communication skills that form the basis of this strategy include **OARS**

- ▶ **O**pen ended questions
- ▶ **A**ffirmations
- ▶ **R**eflective Listening
- ▶ **S**ummary



Motivational Interviewing is an advanced communication strategy that is based on collaboration between the case manager and the client.

▶ **The following are examples of O.A.R.S:**

▶ **O: How would you like things to be different with your health status?**

▶ **A: You've made great progress with the changes we've talked about!**

▶ **R: This is what I hear you saying, please correct me if I am wrong.**

▶ **S: Let's review what you've shared so far.**

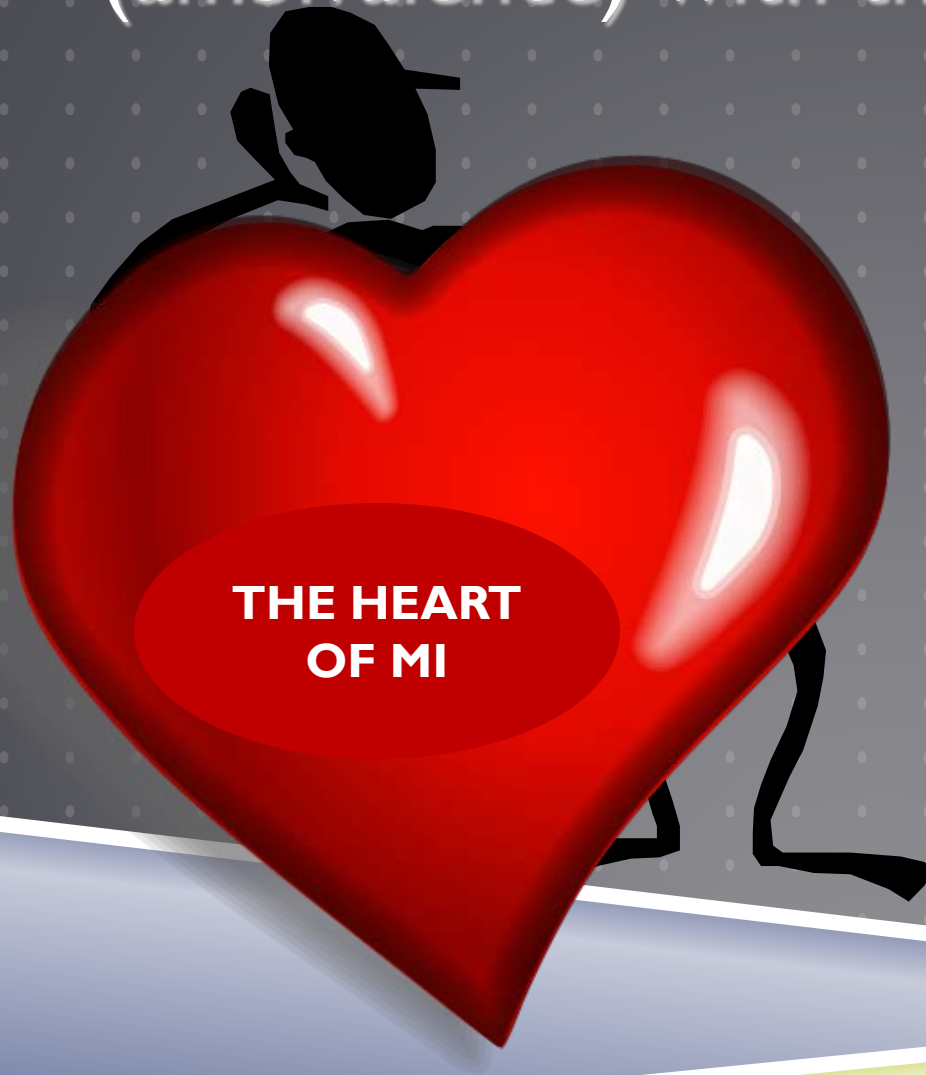
OPEN ENDED QUESTION: EXAMPLES

- ▶ **What do you understand that we are meeting about today?**
- ▶ **When** you were successful in your home country, **what** kinds of things were doing?
- ▶ **How** did you first get started with _____?
- ▶ **What** would change in your life if you were to _____?
- ▶ **What** would have to change for you to be a _____?
- ▶ **How** do you think _____ is _____?
about with your children?

Be an
interviewer...



Listening to the person's struggle
(ambivalence) with the behavior



FOUR PRINCIPLES OF MOTIVATIONAL INTERVIEWING –DEEPER UNDERSTANDING

- ▶ Express Empathy
- ▶ Develop Discrepancy
- ▶ Roll With Resistance
- ▶ Support Self Efficacy

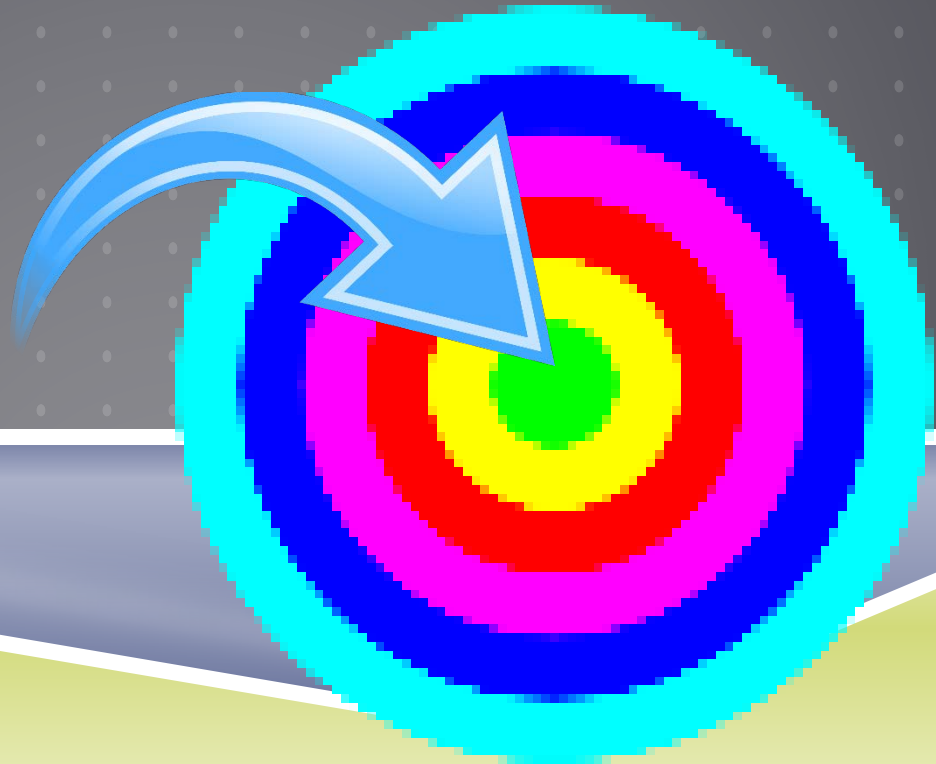


MOTIVATIONAL INTERVIEWING GOALS:

1. Identify a Target Behavior which is Client Driven
2. Elicit Change Talk



COLLABORATE



Eliciting Change Talk: Motivational Interviewing Becomes Directive

- ▶ Importance/Confidence Ruler
- ▶ Querying Extremes
- ▶ Looking Back / Looking Forward
- ▶ Evocative Questions
- ▶ Decisional Balance
- ▶ Goals and Values
- ▶ Elaborating

The Job of MI is to Keep the Conversation Going



- Motivation doesn't last.....

Neither do baths.....

.....that is why we suggest them daily.....

FOR ADDITIONAL TRAINING:

- ▶ Kate Speck, PhD
- ▶ University of Nebraska Public Policy Center
- ▶ kspeck2@unl.edu
- ▶ 402 470-3427